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One of the Airport's Customer Service Star winners, Beverly Fuller of Sourdough Mercantile, is congratulated by Kate Marang of the ACVB and Stacey McKelvey of Sourdough Mercantile.

The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

China Airlines A strong tie to Anchorage

Frank Chen is the General Manager in Anchorage for China Airlines. He has an easy smile, a quick laugh, and has the work ethic any employer would covet. His week is long and his vacations might be cut short if something urgent happens at the Airport — he doesn't complain, though, it is simply the way China Airlines does business. "We have a big operation here," Chen says. "I have to make sure everything runs smoothly."

And there's a lot to run smoothly, China Airlines has about 10 passenger and 60 cargo flights a week that come through Anchorage. And the airline recently announced it is the largest operator of Boeing 747-400F's in the world. Asia continues to be the fastest growing segment of the air cargo market. China Airlines is taking advantage of the growth, all the while, building and strengthening its ties to Anchorage.



Frank Chen
Anchorage General Manager, China Airlines

Operating in Anchorage since the early '80s, Chen says he sees China Airlines continuing to come through Anchorage. "Anchorage is important for our cargo flights," says Chen. "We want to maximize payload by reducing fuel, if we want to do that, we need to stay here."

Simple economics keep China Airlines in Anchorage, and it is simple economics that makes China Airlines a lasting part of the community. While Chen, like all of China Airlines' General Managers, is directly from the home office in Taipei, the company tries to hire locally for much of its Anchorage crew. The benefit to the economy doesn't stop at local hire, the airline sends scores of flight crews to Anchorage hotels every night. "We have so many crew members stay in Anchorage, about 65 every night," says Chen.

Chen knows the airline business, he has been in it for 28 years and says Anchorage is unique. "All the colleagues I've had that have been stationed in Anchorage have missed it," says Chen. "It's friendly. It's a small enough airport that you know everyone and get close to all the different agencies."

Director's Corner:

The Anchorage Airport is more than runways, terminals and parking garages; hundreds of businesses lease space and operate on its 4,700 acres. In total, about 9,500 people work within Airport boundaries, employed by the private and public agencies that operate here.

With all of the businesses operating under different management, it is challenging to ensure travelers through the Airport have a positive experience from curbside to their seat. Working with an Alaskan pollster, the Ted Stevens Anchorage International Airport conducted surveys of travelers last summer and we are proud to share some of the results with you.

The Airport has shared the survey results with a number of airport vendors and airlines. The goal is to learn from respondent's comments and continually evolve and improve to meet the needs of travelers.

The Airport's successful Mystery Shopper Program is also continuing to encourage good customer service among the many employees of the airport.

If you have comments about service at the Airport, please feel free to e-mail or call me directly.

We look forward to serving the millions of passengers through our Airport this summer.



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Morton V. Plumb Jr.
Airport Director



Survey participants were asked to rate the Airport on the topics above, based on a scale of good ■ okay ■ or poor ■.

Northwest and Korean Air Form Anchorage Cargo Hub

Imagine two cargo flights taking off at the same time headed for Anchorage, one traveling from Seoul, the other from Tokyo. The jets land in Anchorage to fuel for the final leg of their journeys — one continuing on to Atlanta the other headed for Chicago. Until U.S. Senator Ted Stevens helped push for Alaska to receive expanded cargo liberalization from Congress in December 2003, there were restrictions on carriers regarding cargo transfer to foreign aircraft in Alaska.

The U.S. Department of Transportation limited the transfer activity of foreign air carriers on U.S. soil bound for another U.S. city to only domestic air carriers. With the new expanded cargo liberalization, foreign air carriers are now able to swap cargo with any other carrier in Alaska, so long as they have a code-share agreement with a domestic carrier that serves the State. As a result, foreign and domestic cargo carriers provide more options for their customers.

From left to right: Airport Director Morton V. Plumb Jr.; Assistant Attorney General John Steiner; Seong-jin Kim, Korean Air Cargo; Dae-Chul Lee, Korean Air; Dai-hang Han, Korean Air Cargo; Jim Friedel, Northwest Cargo; Linda Close Airport Marketing Director; and U.S. Senator for Alaska Ted Stevens



Meet Sompan Reinhardt:

South Terminal Shift Supervisor

Most of the State's 350 airport employees work behind the scenes, clearing runways, leasing terminal and land spaces, ensuring the Airport meets environmental standards. It is the Airport's custodial staff that gets the most face-time with the nearly 5 million visitors that come through Anchorage annually. One of its leaders, the South Terminal Shift Supervisor, Sompan (Nit) Reinhardt, sees her and her crew's job as part safety officer, part ambassador and full-time presentation expert. "All of the crew are proud employees," beams Nit. "We want to prove to everyone we do a good job, not just to management but everyone."

While Nit's work may stand out, the diminutive 4'10" Thai born Alaskan, might at first get lost in a crowd. Then, with one easy smile, she's the only one you see. Reinhardt met and married her husband, a then U.S. Army helicopter pilot, in 1974 in Thailand when she was working for the U.S. Non-Commissioned Officer's club. In 1976, she and her husband moved to the U.S. "It was a big change for me," said Nit. "I didn't have a sweater and when we landed in San Francisco it was so cold — we caught a bus to Reno and it was the first time I saw snow." Years later, she sees plenty of snow and has embedded herself into the Anchorage community.

Working for the Airport for 20 plus years — starting as the North Terminal's first custodian — Nit takes her job and community seriously. As a Board Director for the Asian Cultural Center, member of Anchorage Bridge Builders and founder of the first Buddhist Temple in Alaska, she keeps her life busy.

"Every weekend I prepare food for the Buddhist Monks," Nit simply states. "It adds to my life to do things for others."

"It is the 'doing things for others' attitude and sense of pride that makes her a standout," says Airport Director Morton V. Plumb Jr. Plumb says every time he travels through other airports he is reminded of the superior work of the Anchorage Airport's custodial staff. "It's evident our staff finds personal satisfaction in a job well done," said Plumb. "Nit leads by example, going the extra mile to make sure it's perfect."



Airlights

America West — started its new, seasonal Anchorage to Las Vegas service May 1, 2005. They celebrated their inaugural flight with an Elvis impersonator contest — the winner received a free trip to Las Vegas. For more information visit: www.americawest.com

Pegasus — receives Part 145 Repair Station Authorization. The Federal Aviation Administration recently awarded Pegasus Aircraft Maintenance a Part 145 Repair Station Authorization which increases their ability for additional maintenance functions. For more information visit: www.pegasusanc.com

PenAir — celebrates 50 years of service. PenAir a locally owned and operated airline recently celebrated its 50th anniversary in Alaska. With its roots in Southwest Alaska, it began service in Anchorage in 1986 and has grown to be one of the largest regional airlines in the state of Alaska. For more anniversary news visit: www.penair.com

If your airport business has some news you would like included in our quarterly newsletter, please call the Airport's Communications Director at 907-266-2107.

From The Commissioner



*Commissioner Mike Barton
Department of
Transportation and
Public Facilities*

The mission of the Department of Transportation is to provide for the movement of people and goods. Ted Stevens Anchorage International Airport facilitates the movement of millions of people and billions of pounds of goods each year. At the Department of Transportation, we have committed to provide transportation facilities like the Airport that are safe, efficient and encourage private investment. Ted Stevens Anchorage International Airport has a world-class staff that ensures the safety of all users of the Airport. That same staff has received world recognition for running the Airport efficiently. And roughly one in every ten Anchorage jobs is due to business conducted at the Airport.

I am proud to be part of this Airport's great success, and am committed to build on that success.



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What's New at ANC: Airport receives highest overall score

The Ted Stevens Anchorage International Airport was recently given the highest overall score in the Airport Category of 1,000,000 or More Tons by the magazine *Air Cargo World* in its first ever Air Cargo Excellence Awards.

Air Cargo World gave the survey to its airline carriers, charter operators, integrators and freight forwarder subscribers and received 680 responses. Survey respondents were asked to evaluate each airport in four measures.

- Performance – Fulfills promises and contractual agreements, prompt and courteous customer service, allied services (ground handling, etc.)
- Value – Competitive rates, value-added programs
- Facilities – Apron, warehousing, etc.
- Regulatory Operations – Customs, security, Foreign Trade Zone

Airport Director Morton V. Plumb Jr. says he was extremely pleased by the score. "The Airport was unaware the survey was being conducted until we were notified by *Air Cargo World*," said Plumb. "This confirms our competitive advantage when rated higher than airports like Memphis, Miami, Louisville and JFK. This is a testament to our professional, dedicated team and the facilities here at the Ted Stevens Anchorage International Airport."

